



## What happens when you call



911?



- Dialing 911 from your **landline** will be directed to the Gustavus Volunteer Fire Department (GVFD) Dispatch. Don't be discouraged if the phone rings more than 3 times-this is just the 911 system routing to emergency services. You will be asked: what is the emergency, where the emergency is, and a phone number we can contact you with. Please answer your phone if it rings, we may be calling you to gather more information and/or guidance about your emergency.
- If you call 911 from your **cell phone** you will be directed to the Alaska State Troopers (AST) Dispatch. Don't be discouraged if the phone rings more than 3 times-this is just the 911 system routing to emergency services. Let AST know where you are, including city, and what is your emergency. AST will gather the information, relay and / or transfer you to the Gustavus Volunteer Fire Department Dispatch.
- If, for whatever reason, you get disconnected from the Alaska State Troopers Dispatch, please call 911 again **OR**, dial (907) 697-1000- this number will connect you directly with the Gustavus Volunteer Fire Department Dispatcher.
- **Please** do **not** call the Gustavus Fire Department's landline or any of the GVFD volunteers for emergencies. The best way to get help is to dial 911.
- The GVFD is a rural EMS service. We do the best we can with our amazing volunteer staff. Please consider becoming an ambulance driver, Firefighter, EMS, or Dispatch Volunteer.
- For any questions or concerns, or how you can help out, contact the Gustavus Volunteer Fire Department at 907-697-2707.